

## ACCESS Center Staff Development Day

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On April 8th and 11th, 2016, ACCESS Center employees participated in a Staff Development Day. The training was held on two different days in order to accommodate phone coverage for the 24/7 call center. Employees from all four shifts were in attendance.

The first part of the day was on Sustaining Hope and Resilience in Individuals and Groups by Bruce Anderson. Staff participated in many exercises to increase hope and to become a stronger team. One specific exercise had each staff identify their “gift” a quality they bring to the workplace that is unique to whom they are. Each person wrote their gift on a large poster. It will be posted at ACCESS to foster gratitude which in turn strengthens relationships, builds resiliency and increases happiness.

Bruce Anderson has been working with ACCESS Supervisors and agents over the past year. With his guidance staff have been successful in facilitating their own meetings, implementing rituals that create a bonding experience and have gained skills in running productive meetings.

The second part of Staff Development Day was a presentation from NAMI - In Our Own Voice. The two dynamic speakers shared their compelling personal stories about living with mental illness and achieving recovery. The speaker’s stories and their experiences

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with DMH helped employees to place a face to the many calls they answer. The presentation helped staff build compassion and empathy and most importantly they were able to hear firsthand the importance of good customer service and its effect on consumer's well-being.

